

# COREY SHAFFER

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## SUMMARY

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Hard-working and well-rounded operations manager with significant network engineering experience seeking career advancement within in the telecommunications industry in Hawaii

## PROFESSIONAL EXPERIENCE

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FEBRUARY 2022 - JUNE 2022

**Interim Director - Network Operations**, Verizon Wireless, Mililani, HI

- Leading the PNW Network Operations team covering WA/OR/AK/HI/North ID
- Managing a team of 6 Sr. Managers and 85 Field and Systems Engineers
- Offered the role on a permanent basis; declined due to required relocation to Bellevue, WA

FEBRUARY 2019 - PRESENT

**Senior Manager - Network Operations**, Verizon Wireless, Mililani, HI

- Managing a diverse team of system and field engineers, including remote employees on other islands and night shift employees
- Managing all Verizon switching centers, cell sites, fiber hubs, and warehouses in Hawaii
- Responsible for all wireless network issues and capital project activations in Hawaii

JUNE 2012 - FEBRUARY 2019

**Principal System Performance Engineer**, Verizon Wireless, Mililani, HI

- Conducting trials and making parameter recommendations (nationwide)
- Designing and implementing internal SON algorithms (nationwide)
- Identifying and resolving RAN and UE software/interoperability issues (nationwide)
- Leading VOLTE Pre-Launch Team (OR/WA/HI/AK, 2014)
- Hosting community RF safety meetings as media-trained network representative (HI)

MARCH 2010 - JUNE 2012

**Senior System Performance Engineer**, Verizon Wireless, Mililani, HI

- Optimizing and troubleshooting end-to-end voice and data network (OR/WA/HI/AK)
- Launching LTE Phase 1 (Seattle, WA, 2010)
- Designing and optimizing local radio network (HI)

JULY 2007 - MARCH 2010

**System Performance Engineer**, Verizon Wireless, Mililani, HI

- Improving network baseline and Nielsen performance on Hawaii's neighbor islands, surpassing prior competition

AUGUST 2006 - JULY 2007

**Associate System Performance Engineer**, Verizon Wireless, Portland, OR

- Mastering CDMA/EVDO operation and optimizing the local radio network (from downtown Portland to Eugene to the coast, OR)

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JUNE 2004 – APRIL 2006

**Engineering Undergraduate Co-Op**, Verizon Wireless, Bridgeville, PA

- Learning cell site design and antenna theory as an RF engineering co-op
- Learning cell site construction as an Implementation engineering co-op
- Learning CDMA/EVDO operation as a System Performance engineering co-op

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**ADDITIONAL ACTIVITIES**

**Board Member**, State of Hawaii Enhanced 911 Board

**Guest Lecturer**, IEEE Communications Society, 5G Technology in Hawaii

**Telecommunications Representative**, Hawaiian Electric Grid Resilience Working Group

**Telecommunications Representative**, Installation Next, Marine Corps Base Hawaii

**Telecommunications Expert**, Strengthening Koolaupoko, HECQ Community Resiliency Forum

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**SKILLS**

**Expert in:** LTE protocol, Ericsson eNB/gNB operation including amos, MS Office

**Proficient in:** NR/IP/TCP/SIP/RTP protocols, QXDM, Actix, Windcatcher, Atoll, Wireshark, Unix/bash scripting, MySQL, Python, OrcaView control software, HAM radio operation

Media and PR trained by Verizon

First Aid/CPR/AED Certified, Arc flash trained

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**EDUCATION**

2006

University of Pittsburgh

Bachelor of Science, Electrical Engineering, 3.94 GPA

Magna Cum Laude

Certificate in Photonics, Graduate Department of Physics